

ORIGINAL

COMMISSIONERS
GARY PIERCE - Chairman
BOB STUMP
SANDRA D. KENNEDY
PAUL NEWMAN
BRENDA BURNS



RECEIVED
ARIZONA CORPORATION COMMISSION
2011 SEP -8 P 3: 15



0000129415

LASERITE SYSTEM

September 8, 2011

AZ CORP COMMISSION
DOCKET CONTROL

To: Docket Control

RE: Arizona American Water Company - Customer Comments
Docket Nos. W-01303A-09-0343 and SW-01303A-09-0343

Please docket the attached 22 customer comments OPPOSING a rate increase and/or consolidation in above cases.

Customer comments can be reviewed in E-docket under the above docket numbers.

Filed by: Utilities Division – Consumer Services

Arizona Corporation Commission
DOCKETED

SEP 8 2011

DOCKETED BY	<i>mn</i>
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ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Sheila Stoeller

Phone: 602-542-4143

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 - 98405

Date: 8/29/2011

Complaint Description: 08H Consolidation - In Favor
N/A Not Applicable

First:

Last:

Complaint By: **Darrell & Barbara Robinson**

Account Name: Darrell & Barbara Robinson

Home: (000) 000-0000

Street: [REDACTED]

Work:

City: Sun City West

CBR: [REDACTED]

State: AZ Zip: 85375

is: E-Mail

Utility Company. **Arizona - American Sewer Company**

Division: sewer

Contact Name: Karl Wilkins

Contact Phone: [REDACTED]

Nature of Complaint:

*****FILED IN BOTH 10-0448 & 09-0343*****

As homeowners in Corte Bella, we are very unhappy about the projected waste water and water rate increases. We can't even believe that reputable people could even consider rate increases like those proposed. It makes us wonder what arrangements are made with developers to encourage them to develop property within your districts. How can you even consider such huge increases? Had we had any idea that you were given a license to steal from us through exorbitant rate increases like this we would never have considered locating here. These proposed rate increases if exposed by the media nationally, will cast a very negative image of the governmental agencies of the state of Arizona! Please exercise good judgment and turn down these rate increases! We understand that the ACC approved the current makeup of the Anthem/Agua Fria Waste Water District nearly ten years ago. Yet, at the request of Anthem residents, the ACC is now considering a proposal to deconsolidate the District. Deconsolidation will result in a 139.7% increase in wastewater rates for the new Agua Fria Wastewater District and a mere 15.5% increase in wastewater rates for the new Anthem Wastewater District. The ACC should not approve deconsolidation under these circumstances. We can't help but wonder what personal incentives were given to get these proposals considered. Actions like this will not go unnoticed by prospective residents. In addition to the proposed wastewater increase, is a proposed water rate increase of 83%. Many prospective retirees with fixed incomes considering where to relocate after retirement will want to know about actions like these. Do you think it will be a positive factor in their decision about where to relocate?

Sincerely,

Darrell & Barbara Robinson

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

8/29--opinion entered into database and will be docketed in 09-0343.
End of Comments

*****CLOSED*****

Date Completed: 8/29/2011

Opinion No. 2011 - 98405

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Sheila Stoeller

Phone: 602-542-4143

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 - 98188

Date: 8/22/2011

Complaint Description: 08H Consolidation - In Favor
N/A Not Applicable

First:

Last:

Complaint By: **Douglas C & Susan E Edwards**

Account Name: Douglas C & Susan E Edwards

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Sun City West

CBR: [REDACTED]

State: AZ Zip: 85375

is: E-Mail

Utility Company. **Arizona - American Sewer Company**

Division: sewer

Contact Name: Karl Wilkins

Contact Phone: [REDACTED]

Nature of Complaint:

****ADDITIONAL COMMENT ENTERED 8/29---SEE BELOW*****

Attn: Commissioners
Arizona Corporation Commission

Re: Docket Nos. SW-01303A-09-0343 and W-01303A-09-0343

We have recently received notice of two proposed rate increases by Arizona American Water Co. (AAWC). This is due in part to a proposal to deconsolidate the Anthem/Aqua Fria Wastewater District (Docket Nos. above). It is my understanding that if this deconsolidation is approved by the Arizona Corporation Commission (ACC), Corte Bella resident's wastewater bills will increase from \$67.97 a month to \$108.34 a month. This would represent a nearly 140% increase in wastewater rates since 2010! This is an unconscionable and staggering amount to anyone living on a fixed income.

Additionally, AAWC has proposed a nearly 83% increase in water rates! This would result in an increase of approximately \$25 a month in the average Corte Bella resident's bill. Again, a rate increase far beyond the norm, and one with a significant detrimental impact on retirees.

Additionally, there seems to be a huge disparity in rate structures between the communities served by AAWC. Why are some communities paying exorbitant rates, when others pay much more reasonable rates? I submit that the AAC seriously consider the implementation of a more equitable rate structure with all AAWC customers in our district.

Thank you for your consideration.

Sincerely,

Douglas C Edwards

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Susan E Edwards

8/29--rec'd additional comments:

Arizona Corporation Commission
Commissioners Pierce, Stump, Kennedy, Newman and Burns:

As residents of Corte Bella, we are writing you again with some additional concerns regarding the above mentioned Docket Nos.

There is a huge disparity in rate structures between the communities served by AAWC. Why are some communities paying exorbitant rates, when others pay much more reasonable rates? My average water bill in Corte Bella with the rate increase just implemented is \$130 a month, before this new exorbitant rate. A City of Surprise resident's average water bill is currently \$30 a month. This discrepancy is absurd. I submit that the AAC seriously consider requiring the adoption of a more equitable rate structure with all AAWC customers in our district.

Further, why are there two different water meter sizes installed in Corte Bella ($\frac{3}{4}$ " and 1"), and why are there two different water rates based on the meter size? What difference does it make if one consumes 7000 gallons a month utilizing a $\frac{3}{4}$ " meter or a 1" meter? The rate should be the same. A residential user is a residential user regardless of meter size, and if the usage is the same, the bill should also be the same.

The ACC should not approve the deconsolidation of the Anthem/Aqua Fria Wastewater District. This district was approved by the ACC almost 10 years ago, and deconsolidation of this district will severely impact wastewater rates for a new Aqua Fria Wastewater District. Wastewater rates for the new Aqua Fria Wastewater District would increase by an astounding 140%, while wastewater rates for the new Anthem Wastewater District would only increase 16%. How is this a fair and reasonable rate structure?

Lastly, with the pending sale of AAWC to Epcor, a Canadian Company, the requested rate increase can't be coincidental. This smells of a sweetheart deal to make the pending sale much more attractive to the purchaser.

Please consider these points when determining this latest rate increase request by AAWC. For the above mentioned reasons, we respectfully request that you deny this latest request for rate increases by AAWC. We would also request that the ACC does not approve the deconsolidation of the Anthem/Aqua Fria Wastewater District, the results of which would be devastating to all ratepayers.

Thank you for your consideration.

Sincerely,

Douglas C Edwards
Susan E Edwards
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8/22--opinion entered into database and will be docketed in 09-0343.

*****CLOSED*****

8/29--additional comments entered into database and docketed.

CLOSED

End of Comments

Date Completed: 8/29/2011

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Sheila Stoeller

Phone: 602-542-4143

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 - 98409

Date: 8/29/2011

Complaint Description: 08H Consolidation - In Favor
N/A Not Applicable

Complaint By: First: Last:
Leopold **Jacobs**

Account Name: Leopold Jacobs

Home: (000) 000-0000

Street: Corte Bella

Work:

City: Sun City West

CBR: [REDACTED]

State: AZ Zip: 85375

is: E-Mail

Utility Company: **Arizona - American Sewer Company**

Division: sewer

Contact Name: Karl Wilkins

Contact Phone: [REDACTED]

Nature of Complaint:

To whom it may concern ,

The approval of the deconsolidation of the Anthem and Agua Fria Wastewater District (Docket Nos. SW-01303A-09-0343 and W-01303A-09-0343) would impact our wastewater bill by 139.7 % .Our current average cost of \$67.97 would increase to an average of \$108.34 per month : an annual increase of \$484.44 per household !! The ACC needs to understand that Corte Bella residents cannot handle such a drastic increase in their utility bills.This is insane and not justified based on real technical reasons. You need to be aware that this is a retirement community . Most residents are living on fixed income. The Social Security checks did not increase in the last two years and will most probably not be revised again this year considering the financial mess the US is facing.

In addition to this case, Corte Bella residents are also facing a proposed 82.9 % increase in water rates as part of Docket No. W-01303A-10-0448. This will be an additional average water bill increase of \$ 25.13 per month. Another \$ 300.00 annual increase bringing the total amount close to \$ 800.00 !!!

The ACC approved the current makeup of the Anthem/Agua Fria Wastewater District nearly ten (10) years ago. Yet, at the request of Anthem residents, the ACC is considering a proposal to deconsolidate the District. Where is the logic in this decision? Everyone tries to consolidate to cut costs and create synergies. You are considering going in the other direction, not evaluating the financial impact that your decision might have on retired people who worked hard all their lives to try to enjoy a well-deserved retirement. These actions will certainly not help relaunching the national economy.

This whole situation will definitely impact the value of our homes and affect the attraction of our community for potential home buyers. I would NEVER buy a house in a community where the water bills are that high. If this initiative is approved, I even might consider to move out of this area and most probably out of this State hoping to find some better common sense in other parts of the country.

A frustrated and highly disappointed resident and homeowner,

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Leopold Jacobs
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8/29--opinion entered into database and will be docketed.
End of Comments

****CLOSED****

Date Completed: 8/29/2011

Opinion No. 2011 - 98409

311-1

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Sheila Stoeller

Phone: 602-542-4143

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 - 98418

Date: 8/29/2011

Complaint Description: 08H Consolidation - In Favor
08A Rate Case Items - Opposed

First:

Last:

Complaint By: **Daniel R & Karen E Louden**

Account Name: Daniel R & Karen E Louden

Home: (000) 000-0000

Street: n/a

Work:

City: Sun City West

CBR: [REDACTED]

State: AZ Zip: 85375

is: E-Mail

Utility Company: **Arizona - American Sewer Company**

Division: sewer

Contact Name: Karl Wilkins

Contact Phone: [REDACTED]

Nature of Complaint:

****NOTE: this is being docketed in both 10-0448 and 09-0343*****

In reference to docket Nos. SW-01303-09-0343, W-01303-09-0343 and W-01303A-10-0448, I strongly oppose any type of rate increases by Arizona American Water at this time. We have two children with families that are struggling through this poor economy and we are trying our best to provide monetary and moral help to them while living on a retirement fixed income. These proposed increases in water and waste water rates are so drastic at this time that we will have to decide what we give up so we can continue to help our children. Whatever we give up will have an economic impact that will continue to trickle down to other areas of the community.

If you were on a fixed income and had to give up some things to pay for these increases, what would you give up? Think about it!

Arizona American Water is asking us to pay for their poor management forecasting that puts all of us in debt for a water treatment plant that should not have been built. It is clear to us that Arizona American Water needs the rate hike to attract a buyer for the company. Why should we be the one's to help them look better to potential buyers?

Why not mothball the treatment plant and give us back our wells?

Your careful consideration of this issue will bring about a proper resolution.

Daniel R. Louden and Karen E. Louden
End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

8/29--opinion entered into database and will be docketed in 09-0343.

*****CLOSED*****

End of Comments

Date Completed: 8/29/2011

Opinion No. 2011 - 98418

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Sheila Stoeller

Phone: 602-542-4143

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 - 98448

Date: 8/29/2011

Complaint Description: 08H Consolidation - In Favor
08A Rate Case Items - Opposed

First:

Last:

Complaint By: **Theron & Dorothy Greening-Mercomes**

Account Name: Theron & Dorothy Greening-Mercomes

Home: (000) 000-0000

Street: n/a

Work:

City: Sun City West

CBR: [REDACTED]

State: AZ Zip: 85375

is: E-Mail

Utility Company. **Arizona - American Sewer Company**

Division: sewer

Contact Name: Karl Wilkins

Contact Phone: [REDACTED]

Nature of Complaint:

Commissioners:

Asking homeowners to absorb a 139.7% increase in wastewater rates plus an 82% increase in water rates (Docket No. W-01303A-10-0448) is outrageous and morally unjust! I live in Corte Bella, which is a senior community. My husband and I are on fixed incomes and have not seen a cost-of-living increase in the past two years. And it looks at this time, that we will continue with stagnant incomes again this year. We simply cannot handle such a drastic increase in water rates!

What is even more outrageous and egregious is the fact that the Commission is seemingly willing in these unprecedented, unfavorable economic times to favor a younger group (Anthem) who for the most part is in its formative earning years over the residents of Corte Bella who are dealing with both fixed incomes and a myriad of health-related issues. This proposed deconsolidation action is disproportionately unfair, and should not be approved under these circumstances.

We have had to drastically reduce our expenditures in the last several years just to cover our basic living expenses. To try to absorb the resultant increases that deconsolidation would produce, would mean making a choice between health care/food/and other essentials. So we urge and implore you not to push this proposal forward as it will cause an undue financial, emotional, and psychological hardship on us.

No matter how much planning one does in preparation for retirement, you simply do not consider that your utility rates will increase to stratospheric heights and with such magnitude. I can't say it often enough, this increase will be catastrophic for me and my husband.

Respectfully,

Theron & Dorothy Greening-Mercomes

End of Complaint

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Utilities' Response:

Investigator's Comments and Disposition:

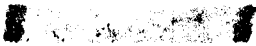
8/29--opinion entered into database and will be docketed in 09-0343.

*****CLOSED*****

End of Comments

Date Completed: 8/29/2011

Opinion No. 2011 - 98448





SW-01303A-09-0343
W-01303A-09-0343

To: Arizona Corporation Commission, Consumer Services Section
1200 W. Washington St, Phoenix, AZ, 85007

Regarding: Proposed Deconsolidation of Anthem/Auga Fria Wastewater District
Case number: SW-01303A-09-0343

August 25, 2011

Dear Commission:

My wife and I are retired and living in Verrado, Buckeye AZ on an "unfixed" income.

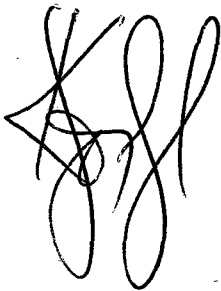
We oppose the proposed Deconsolidation application by Arizona-America for the following reasons:

1. On 1/6/11 you ORDERED A-A to prepare a Consolidation application. Rather than follow your Order, they filed for Deconsolidation.
2. You already approved a 53% increase in our rates THIS year.
3. Deconsolidation will create rate imbalance and higher administrative costs, which only benefit the mega corporation and not the persons served.
4. Deconsolidation is a backward step. You should be trying to reduce costs and instability, and consolidation does that.

Please deny A-A's application for deconsolidation.

Thank you for your consideration.

Kris and Carolyn Gorsuch
21140 W. Glen St.
Buckeye, Az 85396



BEARD ... 22320 N. PADARO DRIVE ... SUN CITY WEST, AZ 85375

August 18, 2011

Arizona Corporation Commission

c/o Consumer Services Division

1200 West Washington Street

Phoenix, AZ 85007

RE: Docket No. SW-1303A-09-0343 and W-1303A-09-0343

As residents of Corte Bella, we are very concerned that the proposed district de-consolidation proposal will unreasonably and adversely impact us and our neighbors at Corte Bella. While we can understand a moderate increase in water rates justified by inflation or other moderate cost increases, the increase resulting from this district de-consolidation is neither justified nor reasonable. Many of us are on fixed incomes and cannot absorb this level of increase particularly since it is completely unnecessary. It is simply an attempt by a group of residents at Anthem to limit their exposure to a rate increase at the expense of others. There is no other rationale; there is no other motive. Based upon the information provided by our attorney, our waste water rates would increase 139.7% should this district de-consolidation be enacted. Anthem residents would see an increase of only 15.5%. That means that we would see 9 times the rate increase seen by the group that initiated the district de-consolidation. We respectfully ask that you defeat this de-consolidation proposal.

Sanford L and Yvonne Beard
22320 North Padaro Drive
Sun City West, AZ

Home: 623-444-2458
Fax: 509-471-7988

Arizona Corporation Commission Public Comment Form

1200 W Washington St - Phx, AZ 85007
(602) 542-4251

Step 1

This form should be used for public comments pertaining to a specific pending case only. Please be sure to reference the appropriate docket number so your comments are filed in the docket promptly. Please use this link for complaints, inquiries or general inquiries. <http://www.azcc.gov/Divisions/Utilities/forms/ComplaintForm.pdf>

Step 2

YOUR NAME Blair Munshaw	DATE Aug.22
ADDRESS 13422 w santa ynez drive	PHONE (HOME) 905 270 3104
CITY, STATE, ZIP Sun City West Arizona 85375	CELL PHONE
DOCKET YOU WISH TO COMMENT ON: wo 1303a-10-0448	DOCKET NUMBER
CASE OR UTILITY NAME Arizona American Water	YOUR POSITION ON THE DOCKET PRO <input type="checkbox"/> CON <input checked="" type="checkbox"/> OTHER <input type="checkbox"/>
E-MAIL ADDRESS blairandi@rogers.com	

Step 3

ENTER YOUR COMMENTS HERE:

I am a Canadian and Purchased a home in Corte Bella Sun City West as a winter retreat in July of this year.

Based on the price of the home and the estimated taxes and utilities for this house it seemed affordable as a great place for a winter retreat and an opportunity to support the U S economy in its current economic down turn.

I have since received a notice from the Arizona American Water Company that they have planed to increase their service by 73.1% this year for water.

As a Canadian our government would never allow a utility to increase any utility by this usery amount and I could not imagine any municapality or state government could allow this to even be considered or let it happen.

If this is allowed to pass as acceptable, to me that means the hydro and Gas companieis can also increase there rates the same %. If this passes I have a house for you to buy before I even move in as as

Step 4



This form may be completed, printed and mailed to:

Arizona Corporation Commission
Consumer Services Section
1200 W. Washington St
Phoenix, AZ 85007

Arizona Corporation Commission Public Comment Form

1200 W Washington St – Phx, AZ 85007
(602) 542-4251

Step 1

This form should be used for public comments pertaining to a specific pending case only. Please be sure to reference the appropriate docket number so your comments are filed in the docket promptly. Please use this link for complaints, inquiries or general inquiries. <http://www.azcc.gov/Divisions/Utilities/forms/ComplaintForm.pdf>

Step 2

YOUR NAME Nathan Schaus	DATE 8/26/11
ADDRESS 4576 N Point Ridge Rd	PHONE (HOME) 623-313-3010
CITY, STATE, ZIP Buckeye, AZ 85396	CELL PHONE 623-313-3010
DOCKET YOU WISH TO COMMENT ON: Arizona American Sewer Rate Increases	DOCKET NUMBER SW-01303A-09-0343
CASE OR UTILITY NAME Arizona American Water Company	YOUR POSITION ON THE DOCKET PRO <input type="checkbox"/> CON <input checked="" type="checkbox"/> OTHER <input type="checkbox"/>
E-MAIL ADDRESS nateandliz@aol.com	

Step 3

ENTER YOUR COMMENTS HERE:

I think the proposed rate increase is outrageous! The company built an additional facility (to be paid for by new hookups) that is not needed right now. I understand that is a financial hardship for the company, but it should not be born by current residents who already pay for our service/capacity.

My house in Verrado is underwater, but I can't pass along that cost to someone else. It is my responsibility and it impacts my net worth, but that is the way it is. Arizona American should have to take responsibility for how the economy has impacted their company as well.

Raising rates substantially at the same time water rate increases are proposed is unreasonable for local residents who are struggling and often dealing with stagnant or declining paychecks. We can't handle it!

In addition to raising my personal sewer bill, it will probably force our homeowners association to raise their rates as well. So in effect, the proposed total increase will not just be 139%, it will be EVEN HIGHER! Please do not LOWER Anthem's rates while you raise ours in Buckeye. Show some mercy!

Step 4

This form may be completed, printed and mailed to:

Arizona Corporation Commission
Consumer Services Section
1200 W. Washington St
Phoenix, AZ 85007

Arizona Corporation Commission Public Comment Form

1200 W Washington St - Phx, AZ 85007
(602) 542-4251

Step 1

This form should be used for public comments pertaining to a specific pending case only. Please be sure to reference the appropriate docket number so your comments are filed in the docket promptly. Please use this link for complaints, inquiries or general inquiries. <http://www.azcc.gov/Divisions/Utilities/forms/ComplaintForm.pdf>

Step 2

YOUR NAME Deborah & Wayne Notto	DATE 8/25/11
ADDRESS 12836 W. Junipero Drive	PHONE (HOME) 623-547-5952
CITY, STATE, ZIP Sun City West, AZ 85375	CELL PHONE
DOCKET YOU WISH TO COMMENT ON: 137.8% rate increase for Corte Bella Residents	DOCKET NUMBER SW-01303A-09-0343
CASE OR UTILITY NAME AZ Water	YOUR POSITION ON THE DOCKET PRO <input type="checkbox"/> CON <input checked="" type="checkbox"/> OTHER <input type="checkbox"/>
E-MAIL ADDRESS dsnotto@msn.com	

Step 3

ENTER YOUR COMMENTS HERE:

I was out of town so hope you will consider this late request to help us by not approving AZ Water rate increase request...The heart of it is this:

The economy is very bad out there...

In the meantime, we live on fixed incomes and work hard to stretch our dollars.

Government changes to medical insurance coverage for higher cost erode our buying power.

Our children struggle to get by in limited job market so need our financial help as well.

We just had a notable increase in sewer rates last year & in water rates the year before.

We are very careful with water, even to removing plants to reduce our bill.

While we understand why Anthem residents would appreciate a rate reduction, a rate INCREASE - especially now - is harmful to a large number of those who have no alternatives...Please intervene on our behalf...Thank you for your consideration on our behalf!



Step 4

This form may be completed, printed and mailed to:

Arizona Corporation Commission
Consumer Services Section
1200 W. Washington St
Phoenix, AZ 85007

SW-01303A-09-0343
W-01303A-09-0343

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Sheila Stoeller

Phone: 602-542-4143

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 - 98402

Date: 8/29/2011

Complaint Description: 08H Consolidation - In Favor
N/A Not Applicable

First:

Last:

Complaint By: Loren & Vicki Faaborg

Account Name: Loren & Vicki Faaborg

Home: (000) 000-0000

Street:

Work:

City: Sun City West

CBR:

State: AZ Zip: 85375

is: E-Mail

Utility Company: Arizona - American Sewer Company

Division: sewer

Contact Name: Karl Wilkins

Contact Phone:

Nature of Complaint:

RE: Docket # SW-01303A-09-0343:

We have owned a home in Corte Bella for the past 6 years. The projected waste water rate increase is going to create a hardship on our family. If we had known this, we probably would not have decided to purchase here. It is hard enough now to sell a home. What will it do to our resale values if this passes? This increase is unacceptable and very unfair. Most of our residents are on fixed incomes. We urge you not to allow this increase to happen. It is unheard of that such a huge increase would even be considered. We are already paying too much, and a 140% increase is ridiculous. Please do not approve the deconsolidation of the Anthem/Aqua Fria Wastewater District.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8/29--opinion entered into database and will be docketed in 09-0343.

****CLOSED****

End of Comments

Date Completed: 8/29/2011

Opinion No. 2011 - 98402

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Sheila Stoeller

Phone: 602-542-4143

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 - 98444

Date: 8/29/2011

Complaint Description: 08H Consolidation - In Favor
N/A Not Applicable

Complaint By: First: William Last: Hettel

Account Name: William Hettel

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Buckeye

CBR: [REDACTED]

State: AZ Zip: 85396

is: E-Mail

Utility Company: Arizona - American Sewer Company

Division: sewer

Contact Name: Karl Wilkins

Contact Phone: [REDACTED]

Nature of Complaint:

This complaint is about the sewer rate increase. This company is getting away with basically monopolizing water in our community. I do not have a pool. Have myself and my fiance living with me and my water bill is consistently around \$200.00. I bought a house in this community knowing that I would be paying an HOA that is a little high, but tack on a climbing water price and I can't afford to live here. This company charges almost 4 times what city water would cost. I work at the nuclear plant and we are regulated. This is no different than electricity and actually more important and this deserves to have some regulation as well. I hope you will do something about this

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8/29--opinion entered into database and will be docketed in 09-0343

*****CLOSED*****

End of Comments

Date Completed: 8/29/2011

Opinion No. 2011 - 98444

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Sheila Stoeller

Phone: 602-542-4143

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 - 98407

Date: 8/29/2011

Complaint Description: 08H Consolidation - In Favor
08A Rate Case Items - Opposed

First:

Last:

Complaint By: **Dan and Anne** **Hammel**

Account Name: Dan and Anne Hammel

Home:

Street:

Work:

City: Sun City West

CBR:

State: AZ Zip: 85375

is: E-Mail

Utility Company. **Arizona - American Sewer Company**

Division: sewer

Contact Name: Karl Wilkins

Contact Phone:

Nature of Complaint:

DOCKET SW-01303A-09-0343

We are home owners in Corte Bella and are very much opposed to the projected waste water rate increases. This is totally unacceptable. Had the developer disclosed this potential increase we would have not located to this development. This increase puts a severe hardship on the property owners. We urge you to not allow such an exorbitant increase in today's difficult and challenging economy. Relatively speaking, our cost of water and waste water are already excessive by most standards.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8/29--opinion entered into database and will be docketed in 09-0343.

CLOSED

End of Comments

Date Completed: 8/29/2011

Opinion No. 2011 - 98407

SW-01303A-09-0343
W-01303A-09-0343

Arizona Corporation Commission

Public Comment Form

1200 W Washington St - Phx, AZ 85007
(602) 542-4251

Step 1

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Step 2

YOUR NAME Robin Mandell	DATE August 13, 2011
ADDRESS 22710 N. Montecito Ave.	PHONE (HOME) (623) 374-3592
CITY, STATE, ZIP Sun City West, AZ 85375	CELL PHONE
DOCKET YOU WISH TO COMMENT ON: SW-01303A-09-0343 & W-01303A-09-0343	DOCKET NUMBER see #s at left
CASE OR UTILITY NAME Arizona Corporation Commision (ACC)	YOUR POSITION ON THE DOCKET PRO <input type="checkbox"/> CON <input checked="" type="checkbox"/> OTHER <input type="checkbox"/>
E-MAIL ADDRESS RMANDELL@COX.NET	

Step 3

ENTER YOUR COMMENTS HERE:

DOCKET SW-01303A-09-0343

I am a 7-year homeowner of the Corte Bella community and am VERY concerned about the proposed increase in wastewater bills for all residents. The possibility of at least \$40 more per month (close to \$500 annually) is just not reasonable or fair. That would be a 140% increase in wastewater rates since last year. Unheard of.

DOCKET W-01303A-10-0448

The proposed wastewater increase is bad enough, but to think that there may be an increase of up to 83% in my monthly water rates is outrageous! I am retired and on a fixed income. I understand costs rise, but I believe it is your responsibility to ensure increases are monitored and are justified. That is why I voted for you. Please give your utmost attention to these two dockets and rule in favor of me and other

VOTE NO ON THE DECONSOLIDATION OF AQUA FRIA / ANTHEM DISTRICT

Step 4

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Arizona Corporation Commission
Consumer Services Section
1200 W. Washington St
Phoenix, AZ 85007

Arizona Corporation Commission Public Comment Form

1200 W Washington St - Phx, AZ 85007
(602) 542-4251

Step 1

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Step 2

YOUR NAME MARCUS ARNOLD	DATE AUG 16, 2011
ADDRESS 12830 W SAN PABLO DR	PHONE (HOME) 6239751959
CITY, STATE, ZIP SUN CITY WEST, AZ 85375	CELL PHONE
DOCKET YOU WISH TO COMMENT ON: SW-01303A-09-0343 and W-01303A-09-0343 and	DOCKET NUMBER
CASE OR UTILITY NAME ARIZONA AMERICAN WATER CO	YOUR POSITION ON THE DOCKET PRO <input type="checkbox"/> CON <input checked="" type="checkbox"/> OTHER <input type="checkbox"/>
E-MAIL ADDRESS MK4CO@AOL.COM	

Step 3

ENTER YOUR COMMENTS HERE:

If these increases are put into effect, it will increase our water/waste water bill over \$100/month. We live on Social Security and pension, and have not had a cost-of-living increase in over two years, and none is projected for next year! It is just not fair to increase our rates that much. Also, we don't see where there is any connection with ANTHEM rates being lowered and ours raised in some type of consolidation. I think that AZAMER is wanting to raise their rates to make their company look better in the proposed sale of the company. In today's economy, raising rates that much does not make sense, nor justified. Thank you.



Step 4

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Consumer Services Section
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Phoenix, AZ 85007

SW - 01303A - 09-0343

W - 01303A - 09-0343

Arizona Corporation Commission

Public Comment Form

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Step 2

YOUR NAME John Stoski	DATE Aug. 18/11
ADDRESS 22104N Valerio Drive	PHONE (HOME) 623-544-5994
CITY, STATE, ZIP Sun City West, Arizona 85375	CELL PHONE 250-619-6333
DOCKET YOU WISH TO COMMENT ON: Water rate increases for Corte Bella	DOCKET NUMBER SW-01303A-09-0343 and W-01303A-09-0343
CASE OR UTILITY NAME Anthem/Agua Fria Wastewater District	YOUR POSITION ON THE DOCKET PRO <input type="checkbox"/> CON <input checked="" type="checkbox"/> OTHER <input type="checkbox"/>
E-MAIL ADDRESS jstoski@shaw.caBased	

Step 3

ENTER YOUR COMMENTS HERE:

Based on the information we have received our water rates could go up by 60%. This would result in our rates going up by 140% since 2010. This is totally unacceptable and I believe irresponsible to have decisions like this affecting myself and the other residents in Corte Bella. The majority of our community are retired and are on fixed incomes and cannot absorb the additional financial burden. We already face annual increases with all other utilities and can only imagine if the same approach was taken we would all be taking a step backward in home ownership. Please reconsider your thoughts and come up with a much more reasonable approach to the wastewater issue.

John Stoski

Step 4

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Step 2

YOUR NAME Vincent R Smith	DATE 08/16/2011
ADDRESS 22906 N San Ramon Ct	PHONE (HOME) (623)792-7608
CITY, STATE, ZIP Sun City West, AZ 85375	CELL PHONE
DOCKET YOU WISH TO COMMENT ON: Anthem / Aqua Fria Wastewater Deconsolidation	DOCKET NUMBER SW-01303A-09-0343 & W-01303A-09-0343
CASE OR UTILITY NAME Arizona American Water	YOUR POSITION ON THE DOCKET PRO <input type="checkbox"/> CON <input checked="" type="checkbox"/> OTHER <input type="checkbox"/>
E-MAIL ADDRESS vrsmith93@live.com	

Step 3

ENTER YOUR COMMENTS HERE:

My wife & I just recently retired in 2008 & moved to our new home in the Corte Bella Country Club community and life seemed pretty good. Not being from a state that has ever had water issues or in an area like desert living we were somewhat unaware of just what might happen if for any reason water rates or waste water rates might jump or that the water company might hold you hostage & triple the rates in one single increase. This is without a doubt one of the most unfair increases I can imagine & puts a serious financial strain on my wife & I both. We are on a set income like many older folks and have had the miss-fortune of my wife losing half of her retirement income due to a default from her company. As it was we were very close just making ends meet before this possible increase & this may force us to consider selling & moving. You can't begin to guess the amount of money we would lose trying to sell are home in this down market as well as just the hardship it will put on are monthly expenses, meeting are mortgage and everything else. We live a very modest life style right now but this would force us to cut back even more than we had already had to. This kind of increase is crazy & you people or this committee should be ashamed to push through this rate hike and cause the problems & hardship on people because of your greed or cost of doing business. Please reconsider doing something that may involve a

Step 4

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Phoenix, AZ 85007

Arizona Corporation Commission Consumer Inquiry and/or Complaint Form

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Step 1

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Step 2

Reset

YOUR NAME Diana Lingholt	DATE August 16, 2011
ADDRESS 2851 N Riley Road	PHONE (HOME) 604-824-4847
CITY, STATE, ZIP Buckeye, AZ 85396	CELL PHONE 778-233-6366
NAME THAT APPEARS ON THE BILL Diana Lingholt	ALTERNATE PHONE (DAYTIME)
NAME OF THE UTILITY COMPANY Arizona American Water	ACCOUNT NUMBER 23-0330365-1
E-MAIL ADDRESS lingholt@cox.net	CHECK HERE TO CONFIRM THAT YOU HAVE ALREADY CONTACTED THE UTILITY (SEE STEP 1) <input checked="" type="checkbox"/>

Step 3

PLEASE SUMMARIZE YOUR COMPLAINT OR INQUIRY:

RE: Case #SW-01303A-09-0343. As a part time resident of Verrado in Buckeye, AZ, I am writing to comment on Arizona American Water's plan to de-consolidate its Anthem/Aqua Fria Wastewater District into two separate wastewater districts. Verrado would be located in the new Agua Fria Wastewater District. Our sewer rates just increased by 53.98% in January 2011 and if the de-consolidation went forward, we would see an overall increase of 139.7% for the Agua Fria Wastewater District while lowering the Anthem Wastewater District rate increase to 15.5%.

I oppose the de-consolidation. The Commission's order on the January 6, 2011 that Arizona American develop a consolidation proposal that includes all of its systems in a future rate application. Maintaining consolidated systems will include benefits including lower administrative and rate case expenses, improved rate stability, and reduced customer confusions. This is like a double whammy as we also looking at a possible increase of 83% in our water rates. As a retired person on a limited income, these increases are shocking. I will be attending the public comment session on October the 17th, 2011, but wanted to add my comment as well. Diana Lingholt

Step 4

D. Lingholt

Please include copies of any documentation, such as bills, that our office would need to provide a response.

Step 5

Print and Mail to:

Arizona Corporation Commission
1200 W. Washington St
Phoenix, AZ 85007

RE: # SW-01303A-09-0343

EMAIL FORM

Arizona Corporation Commission Public Comment Form

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Step 2

YOUR NAME Mary Ann Beilin	DATE 8/15/11
ADDRESS 22232 N Los Gatos Dr.	PHONE (HOME) 623-537-9993
CITY, STATE, ZIP Sun City West, AZ 85375	CELL PHONE 623-537-9993
DOCKET YOU WISH TO COMMENT ON: AAWC Wastewater Rate Increase	DOCKET NUMBER 09-0343
CASE OR UTILITY NAME Wastewater rate increase to Agua Fria	YOUR POSITION ON THE DOCKET PRO <input type="checkbox"/> CON <input checked="" type="checkbox"/> OTHER <input type="checkbox"/>
E-MAIL ADDRESS maryannbeilin@cox.net	

Step 3

ENTER YOUR COMMENTS HERE:

I think this unfair as our rates are already high. In addition, any substantial rate would make it more difficult to sell our homes in an already bad economy. There must be a better solution to this than raising our rates.

Step 4

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Step 2

Reset

YOUR NAME Jim & Margaret Shipman	DATE August 12, 2011
ADDRESS 21048 W. Court Street	PHONE (HOME) 623/236/8663
CITY, STATE, ZIP Buckeye, Az 85396	CELL PHONE 208-659-6774
NAME THAT APPEARS ON THE BILL Margaret Shipman	ALTERNATE PHONE (DAYTIME) 208-659-6775
NAME OF THE UTILITY COMPANY Arizona American Water	ACCOUNT NUMBER 23-0317390-6
E-MAIL ADDRESS jmskip725@msn.com	CHECK HERE TO CONFIRM THAT YOU HAVE ALREADY CONTACTED THE UTILITY (SEE STEP 1) <input checked="" type="checkbox"/>

Step 3

PLEASE SUMMARIZE YOUR COMPLAINT OR INQUIRY:

We oppose the de-consolidation of Anthem/Auga Fria wastewater District that includes us Verrado residents. The Verrado Community Association, Inc. has intervened in the case of SW-01303A-09-0343. De-consolidation would cause rate shock to customers in a new Auga Fria Wastewater District. We support the reasons that our home owner's association is presenting. An increase of this magnitude creates another crises for residents in an already struggling economy. We are tired of being the brunt and object of controlling company decisions.

Step 4

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Step 5

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Step 2

YOUR NAME HENRY P. and BETTY J. MAJCHER	DATE 8-15-11
ADDRESS 22507 N. PADARO Dr.	PHONE (HOME)
CITY, STATE, ZIP SUN City West, AZ. 85375	CELL PHONE 623 521-1723
DOCKET YOU WISH TO COMMENT ON: W-01303A-09-0343 Consolidation / rate hike	DOCKET NUMBER SW-01303A-09-0343
CASE OR UTILITY NAME ARIZONA AMERICAN WATER	YOUR POSITION ON THE DOCKET PRO <input type="checkbox"/> CON <input checked="" type="checkbox"/> OTHER <input type="checkbox"/>
E-MAIL ADDRESS HMAJCHER@earthlink.net	

Step 3

ENTER YOUR COMMENTS HERE:

WE OWN 3 HOUSES IN OUR NEIGHBORHOOD...WE CAN'T SELL 2 BECAUSE OF DISASTEROUS ECONOMY. OUR WATER BILL LAST MONTH FOR ALL 3 ? \$410! 2 empty housesAND ITS OVER \$400! WE JUST WENT THROUGH A RATE HIKE OF DOUBLE, THIS TIME LAST YEAR! NOT ONLY WILL THIS BE AN ENORMOUS BURDEN ON US, JUST AS MY HUSBAND RETIRES, BUT IT WILL CAUSE OUR HOMES TO DEVALUE EVEN FURTHER! ANTHEM CANNOT BAIL AFTER 10 YRS, JUST BECAUSE THEY DON'T WANT TO PAY NOW! REIGN IN AZ WATER NOW!!!

22507 N. Padaro Dr.
Sun City West, AZ 85375

Step 4

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Step 2

Reset

YOUR NAME <i>BERNARD BENNETT</i>	DATE <i>8/15/11</i>
ADDRESS <i>13425 W. ANAPAH DA</i>	PHONE (HOME) <i>(623) 544-9291</i>
CITY, STATE, ZIP <i>SUN CITY WEST, AZ 85375</i>	CELL PHONE _____
NAME THAT APPEARS ON THE BILL <i>BERNARD BENNETT</i>	ALTERNATE PHONE (DAYTIME) _____
NAME OF THE UTILITY COMPANY <i>ARIZONA AMERICAN WATER</i>	ACCOUNT NUMBER <i>23-0173936-9</i>
E-MAIL ADDRESS _____	CHECK HERE TO CONFIRM THAT YOU HAVE ALREADY CONTACTED THE UTILITY (SEE STEP 1) <input type="checkbox"/>

REF DOCKET NOS. SW-01303A-09-0343 AND W-01303A-09-0343

Step 3

PLEASE SUMMARIZE YOUR COMPLAINT OR INQUIRY: *COMPANY MGMT. SHOULD BE ABLE TO OPERATE IN A MANNER THAT DOES NOT IMPOSE SUDDEN AND SIGNIFICANT RATE INCREASES TO ITS CUSTOMERS. ESPECIALLY WHEN THESE CUSTOMERS HAVE NO OTHER RESOURCE FOR THEIR VITAL SERVICES. AS A RETIRED PERSON WE, COUNTRY TO POLITICAL RELIEF, WE ARE NOT ON "FIXED INCOMES". INTEREST INCOMES WAY DOWN, AS IS THE MARKET, AND LIVING EXPENSES HAVE INCREASED SIGNIFICANTLY.*

Step 4

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